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## Community Resources

***MinnesotaHelp.info*** is an online directory of services designed to help people in Minnesota find human services, information and referral, financial assistance, and other forms of help. It is especially rich in resource information for seniors and their caregivers; people with disabilities and their caregivers; parents and families; and low income people.

Link: <http://www.minnesotahelp.info/Public/default.aspx?se=none>

### ***Disability Linkage Line*** 1-866-333-2466

The Disability Linkage Line (DLL) is a free, statewide information and referral resource that provides Minnesotans with disabilities and chronic illnesses a single access point for all disability related questions. DLL provides service to the entire state from four locations: St. Paul, Rochester, Bemidji and Brainerd.

A trained resource specialist will be available during regular business hours (8:30 a.m. - 5:00 p.m.) to provide one-to-one assistance to help people learn about their options and connect with the supports and services they choose. There is no wrong call to the Disability Linkage Line. Inquiries include requests for information and referrals on disability benefits programs,

home modifications, assistive technology, personal assistance services, transition services, accessible housing, employment, social activities and disability rights.

For people who prefer looking for resources over the Internet, the Disability Linkage Line is a partner in the statewide resource database found at [Minnesotahelp.info](http://Minnesotahelp.info).

### ***Dial 2-1-1***

Times are tough. If you or someone you know needs help, just dial 2-1-1.

It's free, confidential and available 24/7. Cell phone users can call 651-291-0211. Toll free 1-800-543-7709. Multi-lingual access available for over 100 languages including Spanish, Hmong, Somali and Russian.

Trained information specialists and volunteers can connect you to over 40,000 community resources.

Link: <http://unitedwaytwincities.org/CommunityInfo/211.cfm>

### ***Senior LinkAge Line 1-800-333-2433***

The [Senior LinkAge Line®](#) is a free statewide comprehensive information and assistance service for seniors, caregivers, Medicare beneficiaries and any Minnesotan needing assistance with reducing prescription drug costs or planning for long-term care. The Senior LinkAge Line® is a service of the Minnesota Board on Aging, provided locally by six Area Agencies on Aging that cover all 87 counties in Minnesota. Senior LinkAge Line® specialists provide one-to-one assistance, including in-person assistance, to help people understand their long-term care and health care options, as well as access supports and services to help remain independent in the community.

Phones are answered from 8 a.m. to 4:30 p.m. Monday through Friday

Messages can be left 24 hours a day.

Online chat with a Senior LinkAge Line® specialist is available at [www.MinnesotaHelp.info](http://www.MinnesotaHelp.info)

Assistance provided is comprehensive and objective. The Senior LinkAge Line® does not sell or endorse any insurance product.

## Income

The *Social Security* Administration provides income from two separate programs:

- ***Supplementary Security Income (SSI)*** — This is a federal benefits program for the needy, aged, blind, and disabled. Eligibility is based upon medical documentation of a disabling physical or mental illness together with financial need. A thorough medical assessment and diagnosis with laboratory findings and other supporting evidence is required to support a successful application. It is in the consumer's best interest to appeal any findings of ineligibility, particularly at the first step. Entitlements are retroactive to the original date of application.
- ***Social Security Disability Insurance (SSDI)*** — This is a federally funded insurance program for the blind and disabled, funded by deductions from the applicant's payroll wages. Eligibility is based upon medical documentation of a disabling physical or mental illness. As with other insurance programs, a person must have contributed to it to receive payments later.

Social Security Link to: <http://www.mnworkincentives.com/site/resources/social-security> for information about these Social Security questions.

Social Security Disability Insurance/Supplemental Security Income Information.

### General Information

- [Eligibility for SSA Benefits for People with Disabilities](#)
- [Applying for Benefits](#)
- [Social Security Announces Annual Increases](#)
- [Knowing Which Benefits You Receive](#)
- [Monitoring Wages and Benefits](#)
- [Responding to Social Security Administration \(SSA\) Overpayments](#)
- [Legal Assistance for Social Security Recipients](#)
- [Expedited Reinstatement of Social Security Cash Benefits](#)

### Social Security Disability Insurance (SSDI)

- [Social Security Disability Insurance \(SSDI\) Overview](#)
- [Trial Work Period \(TWP\)](#)
- [Extended Period of Eligibility \(EPE\)](#)
- [Subsidy](#)
- [Impairment Related Work Expenses \(IRWEs\)](#)
- [Plan for Achieving Self Support \(PASS\)](#)
- [Medicare Parts A, B and D](#)
- [Medical Assistance for Employed People with Disabilities \(MA-EPD\)](#)

## Supplemental Security Income (SSI)

- [Supplemental Security Income \(SSI\) Overview](#)
- [Impairment Related Work Expenses \(IRWEs\)](#)
- [Plan for Achieving Self Support \(PASS\)](#)
- [Student Earned Income Exclusion \(SEIE\)](#)
- [Blind Work Expenses \(BWE\)](#)
- [Medical Assistance \(MA\)](#)
- [1619\(b\)](#)

## Additional Social Security Program Resources

### ***Minnesota Supplemental Aid (MSA)***

Minnesota Supplemental Aid (MSA) is a state funded program that provides a monthly cash supplement to people who are aged, blind or disabled and who receive federal Supplemental Security Income (SSI) benefits. Some recipients who do not receive SSI because their other income is too high may still be eligible for MSA if they meet MSA eligibility criteria and their income is below the MSA standard. MSA participants are also eligible for help with medical costs through the [Medical Assistance](#) (MA) program and for [Food Support](#).

Applications for MSA must be made through your local county human services agency.

MSA is available to Minnesota residents who are recipients of SSI, or

- are eligible for SSI except for excess income and whose net income is less than the MSA standards
- age 65 or older
- blind or have severely impaired vision, or
- disabled according to the criteria used for Retirement, Survivors, and Disability Insurance (RSDI) and SSI and be between the ages of 18 and 65. Disability for non-SSI recipients is determined by the State Medical Review Team.

### Applying for MSA

To apply for the MSA program, applicants should contact their [county human services agency](#). County information can also be accessed by visiting the [state's NorthStar Web site](#). Applicants may also download a [Combined Application Form \(CAF\) \(DHS-5223-ENG\)](#). The completed CAF can be mailed or taken to the local county human services agency. For security reasons, applicants cannot apply for assistance online.

### ***Minnesota Family Investment Program (MFIP)***

The Minnesota Family Investment Program, or MFIP, is the state's welfare reform program for low-income families with children. MFIP is Minnesota's name for the federal program called *Temporary Assistance for Needy Families*. MFIP helps families move to work and focuses on helping families. It includes both cash and food assistance. When most families first apply for cash assistance, they will participate in the [Diversionary Work Program](#), or DWP. This is a four month program that helps parents go immediately to work rather than receive welfare.

Some families may be referred to MFIP when they first apply for assistance or after they finish four months of DWP. MFIP helps families transition to economic stability. Parents are expected to work, and are supported in working. Most families can get cash assistance for only 60 months.

Link: <http://edocs.dhs.state.mn.us/lfsrver/Public/DHS-4034-ENG>

***Veterans Administration Benefits*** – VA benefits are available to veterans who have served in the US armed forces and who have received a discharge under other than dishonorable conditions. Dependents also may be eligible. The VA compensates veterans who are disabled by injury or disease that occurred or was aggravated during active service. Pension benefits are payable, based on need, to veterans permanently and totally disabled or over 65 who are discharged after 90 or more days of service. Consumers may apply for benefits at the nearest VA office.

## Medical Insurance

***Medicare*** – A federally funded health insurance program that is administered by the Social Security Administration. Individuals who are 65 or older and those that receive SSDI benefits are automatically eligible for Medicare after they have received SSDI checks for twenty-four months.

Medicare <http://www.medicare.gov/Default.aspx?AspxAutoDetectCookieSupport=1>

***Medicaid (in Minnesota, Medicaid is called Medical Assistance (MA))***

**Medicaid** is a federal program in which the federal government matches money from the state to help people pay for their health care. It is overseen at the state level by the Minnesota Department of Human Services (DHS) and is administered at the local level by each county in the state.

MA covers all medically necessary health care services, including long term care services needed by many people with disabilities. Each person must meet a basis of eligibility and must then also meet income and asset limits. MA can pay retroactively for up to three months of health care services (from the date of application) if the person meets eligibility requirements.

***Eligibility:*** Each person must meet a basis of eligibility. Eligibility bases are established by Federal eligibility categories, which include those who are:

- Certified blind or disabled through the Social Security Administration or the State Medical Review Team (SMRT)
- age 65 or over
- pregnant
- under age 21

- a parent or caretaker of a dependent child

After the person establishes a basis of eligibility (disabled, aged, etc.), they must then meet asset and income limits.

Call or go to your [county economic assistance office](#). If you only want to apply for MA, you will be asked to complete a [Health Care Programs Application Form](#) (HCAPP). If you also want to apply for Minnesota Supplemental Aid, Food Support or other cash assistance, you will be asked to complete a [Combined Application Form](#) (CAF) and have an interview.

*Continuing Medical Assistance (MA) coverage:*

Every 6 months, those on MA are asked to complete and return a "household report form" with updated information about income, assets and family size. The county financial worker reviews each individual's situation to determine continuing eligibility for MA. **Always complete, sign and date all forms sent by MA. If you do not respond, you could lose your MA coverage.**

*For additional information:*

[Minnesota Department of Human Service website, Medical Assistance page](#)

**MinnesotaCare** – A state program to help low-income citizens and children access health coverage.

Link: <http://www.dhs.state.mn.us/HealthCare/mncare>

MinnesotaCare is a publicly subsidized program for Minnesota residents who do not have access to affordable health care coverage. The program serves an average of more than 100,000 people each month. It has been critical to Minnesota's welfare reform strategy, helping people leave welfare and go to work without losing health care coverage.

Residents (except for some children) are not eligible if their employer offers health insurance and pays at least half of the monthly cost.

People who are eligible for MinnesotaCare pay a monthly premium, determined by a sliding-fee scale based on family size and income. There are exceptions for some military families and some people who have Transitional MinnesotaCare. Many enrollees [pay their premium online](#).

All health care services are provided through health plans. People can choose which health plan they want from those offering MinnesotaCare coverage in their county.

MinnesotaCare is funded by a state tax on Minnesota hospitals and health care providers, federal Medicaid matching funds and enrollee premiums.

Applications can be sent to the state MinnesotaCare office or certain county offices that also administer the program.

**Employer health plan** – It is possible that some clients may have health coverage through their employer or the employer of the client’s spouse. In this case, the case manager needs to obtain information about the health services covered in the employer’s plan, what co-pays there may be for the client utilizing those services. Most employer plans do not cover the full array of community mental health services.

## Food

### **Food Support (formerly called Food Stamps)**

Food Support enables low income individuals and families to supplement their food budget, in order to better meet their nutritional needs. To apply for Food Support, contact your County Financial Worker. If you do not have a Financial Worker, contact your [County Human Services Office](#).

A number of deductions can be claimed in determining if you are within the income limits for Food Support. These include deductions for dependent care, child support paid by you, rent, utilities and other items. The “**Medical Expense Deduction**” is sometimes used by people with disabilities. Food Support allows medical expenses of over \$35 a month to increase the amount of assistance provided. Allowable expenses can include: medical, dental, and hospital care, prescription drugs, Medicare premiums, costs related to service animals, spenddown expenses, and certain other expenses.

### **WIC**

WIC provides Federal grants to States for supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk. These foods are purchased by consumers at cooperating grocery stores using a voucher system. Local health departments administer the federal WIC program.

Link: <http://www.fns.usda.gov/wic/>

Minnesota website: <http://www.health.state.mn.us/divs/fh/wic/index.html>

Food shelves – available in larger communities  
Find a food shelf close to where you live.

*Hunger Solutions Minnesota* Link: [www.hungersolutions.org/find](http://www.hungersolutions.org/find)

Soup kitchens in larger communities provide free meals.

## Employment and Training

The Minnesota *Department of Employment and Economic Development* (DEED) is the state’s principal economic development agency.

DEED programs promote business recruitment, expansion, and retention; international trade; workforce development; and community development.

Link [www.positivelyminnesota.com](http://www.positivelyminnesota.com) Minnesota Department of Employment and Economic Development.

*Minnesota WorkForce Center System (WFC):*

The Minnesota WorkForce Centers and numerous affiliate sites that make up the WorkForce Center System across Minnesota provide the tools, resources, and services you need for your employment, training, and related workforce development needs. The 50+ Minnesota WorkForce Centers represent a unique partnership of employment and training organizations that reflect the needs of each community. Workers, employers, students, and those looking for a first job or returning to the workforce will find that nearly all services are offered at no cost. Each Minnesota WorkForce Center houses a Resource Area that operates similarly to a public library. To find a Minnesota WorkForce Center close to you, call toll-free, 1-888-GET-JOBS or visit the Minnesota WorkForce Center Website.

*Rehabilitation Services (RS)* helps people with disabilities to achieve their employment and independent living goals. These services are available through Minnesota WorkForce Centers across the state.

*State Services for the Blind (SSB)* – a branch of the Minnesota Department of Employment and Economic Development whose purpose is to foster vocational and personal independence for people who are blind, visually impaired, or deafblind.

At offices statewide, our services include training people to adjust to blindness and vision loss, exploring assistive technology, and teaching adults how to prepare for, find and keep jobs.

Link: [http://www.positivelyminnesota.com/JobSeekers/Blind\\_or\\_Visually\\_Impaired/](http://www.positivelyminnesota.com/JobSeekers/Blind_or_Visually_Impaired/)

***Ticket to Work (TTW)*** - The Ticket to Work and Self-Sufficiency Program is designed to help people with disabilities go to work and become self-sufficient. Most adults on the Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) programs will receive a “Ticket” in the mail from the Social Security Administration (SSA). They can use this Ticket as a voucher to obtain employment-related services from either state or private vocational providers. Services may include vocational assessment, training, job placement, job coaching and other assistance needed to prepare for, obtain or maintain employment.

The Ticket program is coordinated on the national level by an organization, called Maximus. For more information and for a list of Ticket providers in your area, click on this link: Website - <http://www.yourtickettowork.com/endir>

***Work Incentives Connection*** - The Minnesota Work Incentives Connection is a nonprofit agency serving people with all types of disabilities throughout Minnesota. Its mission is to

provide answers about the impact of work on benefits, so that people with disabilities can see their choices and take advantage of life's opportunities. This includes promoting policy changes that encourage the employment of people with disabilities.

Link: <http://www.mnworkincentives.com>

Phone: 651-632-5113

Toll-free: 1-800-976-6728

TTY: 651-632-5110 or MN Relay – 711

The Minnesota Work Incentives Connection can teach you the effect work will have on your government benefits, uncovering new choices and opportunities for you to be more in charge of your life.

Services include:

- Answers to questions about benefits and work
- Help in solving benefits problems
- Advocacy
- Referrals for additional services
- Updates about changes in work incentives
- Benefits Analysis
  - How work affects all your benefits
  - Work incentives that apply to you
  - Health care options
  - Financial situation before and after working or taking a promotion
  - Tracking wages and benefits
  - Ongoing follow-up and support

The Connection serves people with **all types of disabilities and those who assist them** in going to work. Services are available **everywhere in Minnesota** and most are free of charge.

## Housing

The ***Housing Resources ToolBox*** is your first stop for information on:

- housing options in Minnesota
- services to help keep you in your home
- affordable housing programs
- searchable databases for locating housing

The first decision you will make in opening the ToolBox is which set of tools will meet your needs. The Tools are targeted to provide useful answers to the questions you may have on a wide variety of affordable and supportive housing programs in the community.

Individuals and their families, county staff, and housing and service providers will be able to access information to address the unique needs of older adults, refugees, people with disabilities, and the homeless.

Including:

- [descriptions of living arrangements](#)
- [homelessness prevention and programs](#)
- [housing information for refugees](#)
- [information and resources on your housing rights](#)
- [innovative housing options](#) for people with disabilities
- [resources for relocation / nursing home transition](#)
- [services](#) and [programs](#) to keep individuals in their own homes
- [vacancies list and public housing waiting list information](#)
- [web resources to locate housing and services](#)

Link: [http://www.dhs.state.mn.us/id\\_005667](http://www.dhs.state.mn.us/id_005667)

### ***Housing Programs***

Subsidized housing programs provide rental assistance for low to moderate income renters, including people with disabilities. There are both federal and state subsidized housing programs. Housing assistance is available for government owned properties (Public Housing); private, not-for-profit owned and operated properties; and privately owned for profit properties.

A variety of housing programs are available, depending upon where you live in Minnesota. Program rules are diverse and may differ from site to site. The information provided here is limited to the housing most in demand and does not include all the programs that exist, nor the detail you need to make decisions about your housing. Click on the links below for more information on the major housing programs. These links also include additional websites and phone numbers to assist you in your research.

It is important to note that rent in any of the subsidized housing programs can be affected by earnings and changes in benefits. Always discuss potential changes and their impact with your housing manager, so you can plan in advance for any increases or decreases in your rent. Also please note that there are some annual income adjustments and earned income disregards that you may be entitled to, so you should also discuss these with your housing manager.

***Public Housing and Section 8 (HUD)***

**Public Housing, Section 8 Project-based buildings, and Section 8 Vouchers** are the federal government's main programs for assisting very low-income families, the elderly, and people with disabilities to rent affordable, safe and sanitary housing. For eligibility and other information, see [www.hud.gov](http://www.hud.gov). For help in finding subsidized housing, see <http://www.housinglink.org>

Rent is usually based on 30% of a household's annual adjusted income.

To apply for Public Housing or a Section 8 program, contact your local housing authority. To find housing authorities in your community, go to:

***Housing and Urban Development (HUD):*** [www.HUD.gov](http://www.HUD.gov), or [Minnesota Housing Authorities Contact List](#)

***Housing Link*** (Serving the seven-county metropolitan area of Minneapolis and St. Paul) [www.housinglink.org](http://www.housinglink.org)

***Minnesota Housing Finance Agency:*** (651) 296-9832, or (800) 657-3647, or TTD (651) 297-2361

***Other Housing Programs and Resources***

For information on the following emergency housing programs, call the Disability Linkage Line at 1-866-333-2466 or at [www.MinnesotaHelp.info](http://www.MinnesotaHelp.info).

- Crisis Nurseries
- Family violence shelters
- Homeless shelters
- Housing for medical patients and their families
- Rape and sexual assault shelters
- Rides to shelters or other safe places
- Runaway shelters
- Safe houses
- Shelters that prepare people to live on their own

For information on Emergency Assistance to pay rent, contact First Call for Help at phone number 2-1-1

### ***Bridges Program***

The following are the goals of the Bridges Program:

- To provide a housing subsidy for persons with serious mental illness and/or for persons with a serious mental illness who are also long-term homeless, who are eligible to receive a Section 8 Housing Choice Voucher subsidy or who can definitely become eligible to receive a Section 8 Housing Choice Voucher based on successful participation in the Bridges Program. This subsidy will only be provided while the person is on a waiting list or formally agrees to apply for a waiting list when one is opened or they become eligible for a federal or other permanent housing subsidy programs.
- To maintain and foster the integration of persons with serious mental illness and/or persons with serious mental illness who are also long-term homeless into their communities through a partnership of housing subsidy and supportive services.

Bridges information can be found here: [http://www.mnhousing.gov/initiatives/housing-assistance/rental/MHFA\\_000479.aspx](http://www.mnhousing.gov/initiatives/housing-assistance/rental/MHFA_000479.aspx)

### ***Crisis Housing Fund***

The Crisis Housing Fund is a flexible pool of money that provides short-term housing assistance to persons with a serious and persistent mental illness whose income is being used to pay for an inpatient psychiatric treatment of 90 days or less. The Minnesota Housing Partnership (MHP) administers this program under contract of the Minnesota Department of Human Services and is funded through a grant from the Minnesota Department of Human Services Adult Mental Health Division.

The Crisis Housing Fund information can be found here:  
<http://www.mhponline.org/programs/crisis-fund>

## **Mental Health Services**

### ***Suicide Hotline***

Contacting the Suicide Hotline

1-800-SUICIDE

612-379-6363

1-800-273-TALK - Has a dedicated link for Veterans

### ***DHS provider information***

***DHS Adult Mental Health Division*** website with adult public mental health service information.

[http://www.dhs.state.mn.us/id\\_003494](http://www.dhs.state.mn.us/id_003494)

[Minnesota Health Care Programs \(MHCP\)](#)

Provider Directory <http://mhcpproviderdirectory.dhs.state.mn.us/>

**County contact information** – on occasion, the case manager may need to contact the county human services office to obtain information about mental health providers and services within that county

**County contact list** <https://edocs.dhs.state.mn.us/lfserver/Public/DHS-0005-ENG>

### **MCO Health plan member services phone numbers**

On occasion, the case manager may need to contact *Member Services* or *Behavioral Services Contact* at the client’s MCO to obtain information about mental health providers and services available to the enrolled client.

Link: [http://www.dhs.state.mn.us/id\\_052601](http://www.dhs.state.mn.us/id_052601)

### **Minnesota Indian Mental Health Programs**

Bois Forte Band of Chippewa  
218-757-0111

Fond Du Lac Band of Lake Superior Chippewa  
218-879-1227

Grand Portage Lake Superior Band of Chippewa  
218-475-2453

Leech Lake Band of Ojibwe  
218-335-3281

Lower Sioux Community  
507-697-6288

Mille Lacs Band of Ojibwe  
320-532-4754

Red Lake Band of Ojibwe  
218-679-3316

Upper Sioux Community  
320-564-2360

White Earth Nation  
218-983-3285

Minneapolis Indian Health Board  
612-721-9868

St. Paul American Indian Family Ctr  
651-793-3803

Minneapolis Upper Midwest American Indian Ctr  
612-522-4436

Minnesota Indian Women’s Resource Center  
612-728-2000

## **Resources for Members of GLBTA Community**

### **OutFront Minnesota**

Our mission statement: "OutFront Minnesota's mission is to make our state a place where GLBT Minnesotans have the freedom, power, and confidence to make the best choices for their own lives."

Our slogan is **Leading Minnesota Toward GLBTA Equality** – reflecting the leadership role we provide in moving the state toward the elimination of homophobia and toward full equality for gay, lesbian, bisexual, and transgender people, and bringing allies into the movement.

OutFront Minnesota provides this leadership by delivering programs and services to the GLBT and allied community in the area of public policy, anti-violence, education and training, and the law.

Link: <http://outfront.org/aboutus>

## **Programs for People with HIV/AIDS**

The Minnesota Department of Human Services (DHS) operates special health and nutrition programs for people with HIV/AIDS. See the [HIV/AIDS section of the DHS website](#) for general information about these programs.

Link: [http://www.dhs.state.mn.us/main/id\\_004789](http://www.dhs.state.mn.us/main/id_004789)

With funding from the Department of Human Services' HIV/AIDS program, the Work Incentives Connection also works in cooperation with Project for Pride in Living on an employment program, called [Education for Life](#). This program is designed to provide employment-readiness support and training to HIV+ Minnesotans who are interested in entering the workforce or returning to work.

## **Veterans Services**

*Minnesota Department of Veterans Affairs*

Link: [www.minnesotaveteran.org](http://www.minnesotaveteran.org)

## **Homelessness**

*Homeless* resource links can be found at

[http://www.dhs.state.mn.us/DHSid\\_002552](http://www.dhs.state.mn.us/DHSid_002552)

## **Legal**

### ***Legal Aid***

Legal Aid's promise is bringing justice to Minnesota's most vulnerable citizens.

Link: <http://www.mylegalaid.org/>

### ***Disability Law Center***

- a) Legal Aid's disability law practice is managed by the Minnesota Disability Law Center (MDLC).
- b) As a statewide project, we work with Minnesotans with physical and mental disabilities to provide free civil legal assistance related to those disabilities.
- c) Our mission is to advance the dignity, self-determination and equality of individuals with disabilities.

Link: <http://www.mylegalaid.org/mdlcc>

## **Advocates**

### ***NAMI Minnesota***

Link <http://www.namihelps.org/>

The National Alliance on Mental Illness (NAMI) of Minnesota is a non-profit organization dedicated to improving the lives of adults and children with mental illness and their families. NAMI Minnesota offers education, support and advocacy. NAMI Minnesota vigorously promotes the development of community mental health programs and services, improved

access to services, increased opportunities for recovery, reduced stigma and discrimination, and increased public understanding of mental illness.

### **CSN**

Link <http://www.mhcsn.org/>

Mental Health Consumer/Survivor Network of Minnesota offers a spectrum of support and resources for those who are affected by mental health and recovery:

- [WarmLines](#)
- [WRAP Training & Classes](#)
- [Milestones to Recovery Peer Support](#)
- [Grants](#)
- [Links to similar organizations](#)

The Mental Health Consumer/Survivor Network of Minnesota operates 9 separate offices throughout the state of Minnesota, offering programs in all 87 counties. The friendly and accessible staff and volunteers at each Regional Resource Center are able to provide information about local resources and referrals. To learn more about the [Regional Resource Center Coordinators](#) and some of the opportunities to get involved at the RRC nearest you, click on the map.

### ***Mental Health Association of Minnesota (MHAM)***

The mission of the Mental Health Association of Minnesota is to enhance mental health, promote individual empowerment, and increase access to treatment and services for persons with mental illnesses.

Through our [Education Program](#), we raise awareness of mental health issues in the general public and offer programs and resources to individuals, families, employers, and youth.

[Individual Advocates](#) help individuals and families navigate the mental health system and access community resources for mental health care, housing, employment, and other services.

Our [Issues Advocacy Program](#) focuses on public policy and represents people with mental illnesses to: ensure and maintain parity in health care coverage for mental health; increase funding for community-based services; improve services in local communities through county funding from the state; and ensure due process for social services.

Link: <http://www.mentalhealthmn.org/>

### ***Minnesota State Advisory Council on Mental Health***

The 30 member Council advises the Governor, Legislature and state departments on policies, programs and services affecting adults with mental illnesses and children with emotional disturbances. The Council has a 30 member Subcommittee on Children's Mental Health with a broad array of representation to advise the Council on children's mental health issues.

Link: <http://mentalhealth.dhs.state.mn.us>

### ***The Office of Ombudsman for Mental Health and Developmental Disabilities***

An Ombudsman is an official who is designated to assist you to overcome the delay, injustice or impersonal delivery of services.

*What does this Ombudsman do?* The Office of Ombudsman for Mental Health and Developmental Disabilities is charged under Minnesota Statutes 245.91 – 245.97 with promoting the highest attainable standards of treatment, competency, efficiency and justice for persons receiving services for mental illness, developmental disabilities, chemical dependency and emotional disturbance in children.

#### ***Client Services***

This Office assists with the following:

- concerns or complaints about services,
- questions about rights,
- grievances,
- access to appropriate services,
- ideas for making services better; and
- general questions or the need for information concerning services for persons with mental disabilities.

Link: <http://www.ombudmhdd.state.mn.us/>

### ***Office of the Ombudsman for State Managed Care Health Care Programs***

The ombudsman office helps people in Minnesota Health Care Programs (MHCP) who are enrolled in a health plan (MCO). This includes people covered by Medical Assistance (MA), General Assistance Medical Care (GAMC) and MinnesotaCare.

The ombudsman helps health plan members with access, service and billing problems. The office provides information about the managed health care grievance and appeal process that is available through the health plan and the state.

Call (651) 431-2660 or (800) 657-3729; TTY: 711

Link: [http://www.dhs.state.mn.us/id\\_052228](http://www.dhs.state.mn.us/id_052228)

*What does an ombudsman do?*

- Reviews, investigates and, if appropriate, makes recommendations to remedy complaints.
- Helps people to resolve service-related problems to make sure that medically appropriate services are provided.
- Helps people with billing problems when a medical provider has sent a bill showing that their health plan has not paid for services.
- Teaches people about the grievance and appeal process at the health plan, and the State fair hearing process at the Department of Human Services, and helps them as needed.
- Teaches people to advocate for themselves.

*Is there anyone else I can call for help?*

Each county has managed care advocates (PDF) who can help you.

Link to County managed care advocates: [http://www.dhs.state.mn.us/dhs\\_id\\_019847](http://www.dhs.state.mn.us/dhs_id_019847)

## Transportation

***Minnesota Health Care Program*** covers the following categories of transportation services:

- [Access Transportation Services](#) (ATS), is sometimes referred to as —common carrier
- [Ambulance Services](#) includes emergency and non-emergency ambulance services
- [Special Transportation Services](#) (STS), for recipients unable to use common transportation (e.g., a bus, taxi or volunteer driver) because of physical or mental impairment which requires the transportation driver to provide direct assistance to the recipient. Direct driver assistance to the recipient is required in the residence/pick up location to exit/enter and at the medical facility to enter/exit to/from the appropriate medical appointment desk (station-to-station/door through door). This level of service is required to enable the recipient to obtain covered medical services.

Link to DHS MHCP Provider Manual for more information about eligibility:

[http://www.dhs.state.mn.us/id\\_008991#P20\\_416](http://www.dhs.state.mn.us/id_008991#P20_416)

Link to DHS Bulletin 10-21-02 on Access Transportation Services:

[http://www.dhs.state.mn.us/dhs16\\_147733.pdf](http://www.dhs.state.mn.us/dhs16_147733.pdf)

### ***Local county access services - transportation***

Many counties have local systems of public transportation and volunteer drivers. Contact the county for specific information.

### ***MCO transportation for enrollees***

For recipients enrolled in a Managed Care Organization (MCO), contact the appropriate MCO for process and procedures for transportation services requirements

### ***Recipients of waiver program services***

For recipient transportation to waiver program services see [HCBS Waiver Services](#) and [Elderly Waiver \(EW\) and Alternate Care \(AC\) Program](#) sections in the MHCP manual.

### ***Reach Out-Resource for 16-24 year olds***

In March 2010, the Inspire USA Foundation launched reachout.com, an online mental health information and support service designed to help 16-24 year olds in the United States get through tough times. Reach Out integrates youth-generated, expert-reviewed information and real life stories of how others have made it through a tough time with opportunities to connect with others in a supportive safe environment. It is based on a highly successful Australian program that has been operating for 12 years and is recognized by 1 out of 2 young people in this target age group. For more information, visit the Web site: <http://us.reachout.com/>.

## **Other**

The local **Community Action Agency/ies** will have information on assistance with utility bills, food and clothing, housing, and other financial aid.

Local **ministerial association** or local church can be a possible source of charitable and spiritual assistance

Other case managers and staff in your organization may also have information on available resources. Get to know them and the **persons in the community** that control access to the resources above.

Get to know the doctors, dentists, pharmacists, landlords, employers, and persons in local government. Build a network of potential contacts for future needs.